

EMERGENCY SERVICE CALL TAKER

NATURE OF WORK

This is responsible technical work receiving and dispatching fire and emergency service calls on an assigned shift. This class is not intended to include those employees who respond to routine information inquiries from the general public. The critical requirement of this class is receiving calls for emergency services and dispatching the appropriate fire/emergency medical service units on a regular basis. This is a civilian position.

Work involves operating a CAD (computer-aided dispatch) system console receiving and dispatching calls for fire companies, medical rescue squads or other emergency services. Responsibilities include operating radio consoles, EMD (emergency medical dispatch) systems, and related emergency communication equipment; receiving calls via the 911 emergency line and various non-emergency lines; serving as communications liaison between fire field units and other agencies and units; maintaining logs and records of calls received and nature and disposition of each dispatch; maintaining status of fire units in and out of service; and transferring calls to proper local, state and federal agencies. Work requires the prompt, efficient and accurate receiving, dispatching and processing of emergency service calls over the 911 and related emergency systems, from the general public and other authorized personnel requiring emergency actions by the fire, medical rescue squads or related emergency services. Although new or unusual problems may be referred to a superior for advice and assistance, work is ordinarily performed independently following well established procedures. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Receives calls via 911 emergency number and non-emergency lines; screens and transfers emergency calls to proper local, state and federal agencies; obtains information from caller regarding the emergency or non-emergency situation including fire, police, and medical emergencies; determines priority and dispatches appropriate fire/emergency medical service apparatus for the City of Lincoln Fire and Rescue Department and surrounding rural fire districts or other appropriate emergency equipment and resources; records time, location and nature of each dispatch; enters information provided by caller into CAD system; maintains radio contact with all City and rural fire units.

Monitors all radio transmissions to detect calls by fire field units; receives and acknowledges requests for information from field units; monitors closed circuit television and other radio frequencies to note other calls/information which may impact emergency services in the Lincoln area.

Maintains appropriate records and prepares reports as required; operates computer terminals entering/extracting data regarding emergency activities.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the names and locations of principal streets and buildings in Lincoln, Nebraska and surrounding villages in Lancaster County.

Knowledge of the types, staffing requirements and uses of firefighting apparatus.

Knowledge of the operation of communication and emergency service equipment.

Ability to think and act quickly and calmly in emergency situations.

Ability to obtain accurate and complete information from callers who may be frantic and incoherent due to emergency conditions.

Ability to speak clearly and concisely using appropriate diction in a well modulated voice.

Ability to function accurately while working under considerable pressure.

Ability to understand and follow moderately complex oral and written instructions and procedures.

Ability to establish and maintain effective working relationships with public safety personnel and the general public.

Skill in the operation of a computer terminal.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent with experience in the operation of communication and emergency service equipment utilized in dispatching public safety and medical emergency personnel.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent; or any equivalent combination of training and experience which provides the desirable knowledge, abilities and skills.

Approved by: _____
Department Head

Personnel Director

06/79

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